

APPEALS PROCEDURE FOR AWARDING ORGANISATION

Policy last reviewed: August 2024

Review Date: August 2025

The following sets out the appeals procedure for NLTG Ltd. This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal to Quality Manager via one of the following methods:

Phone: 01254 397119

E-mail: info@nltg.co.uk

Or Post: Bradshawgate House, 1 Oak Street, Accrington BB5 1EQ

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that NLTG Ltd has not applied our procedures consistently or that procedures were not followed properly, consistently and fairly.
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them.

Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Appeals will be investigated and a review panel may be formed to reach a decision. We aim to investigate and respond to appeals within 10 working days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly. Should you address your appeal to the Awarding Organisation and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative of NLTG Ltd or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the Quality Assurance Co-ordinator directly on 01254 397119 or email chris.garnett@nltg.co.uk

Data protection

NLTG processes personal data collected from the appeals procedure in accordance with its data protection policy. In particular, data collected as part the appeals procedure is held securely and accessed by, and disclosed to, individuals only for the purposes of responding to the complaints or conducting the working instruction. Inappropriate access or disclosure of data constitutes a data breach and should be reported in accordance with NLTG's data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the company's disciplinary procedure.



GARETH LINDSAY
NLTG Managing Director